Retail ePay User Manual

v3.0.0

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Before the Installation

Sign in as Administrator

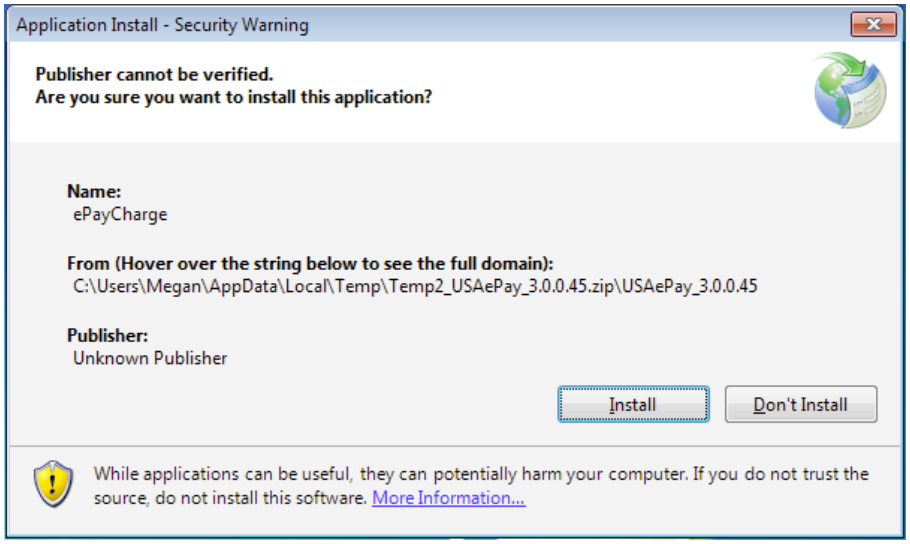
To install the Retail ePay Charge software, you need to sign into the computer user account that has Administrative Privileges.

Section 1

Downloading the ePay Charge Software

Step 1 - Downloading

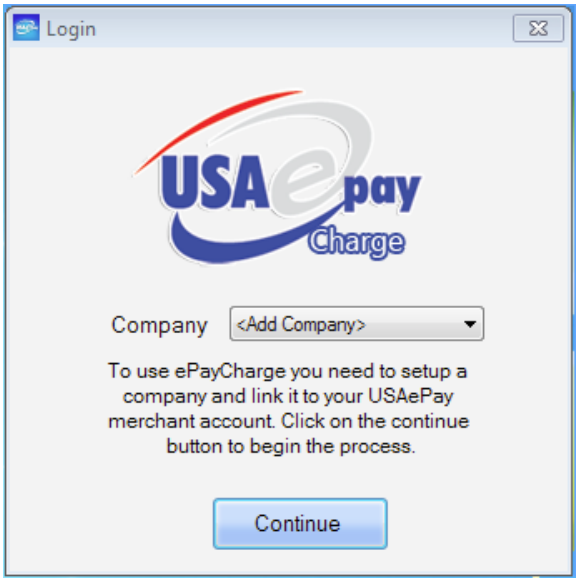
Download the ePay Charge software from www.epaycharge.com and scroll to the bottom of the page. Choose the "Save" option when the prompt appears.


Application Install - Security Warning
Publisher cannot be verified.
Are you sure you want to install this application?
Name:
ePayCharge
From (Hover over the string below to see the full domain):
C:\Users\Megan\AppData\Local\Temp\Temp2_USAePay_3.0.0.45.zip\USAePay_3.0.0.45
Publisher:
Unknown Publisher
Install
Don't Install
While applications can be useful, they can potentially harm your computer. If you do not trust the source, do not install this software. More Information...

Open the USAePay folder and run the software **Setup** file to begin the installation. A dialogue box will open up and click "**Install**."

Step 2 – Installing

If you have an older version of ePay Charge on your computer, you will be given the option to import your existing account information into the new software. If you do not already have a version of ePay Charge on your computer, press "**No, Skip**" to continue.

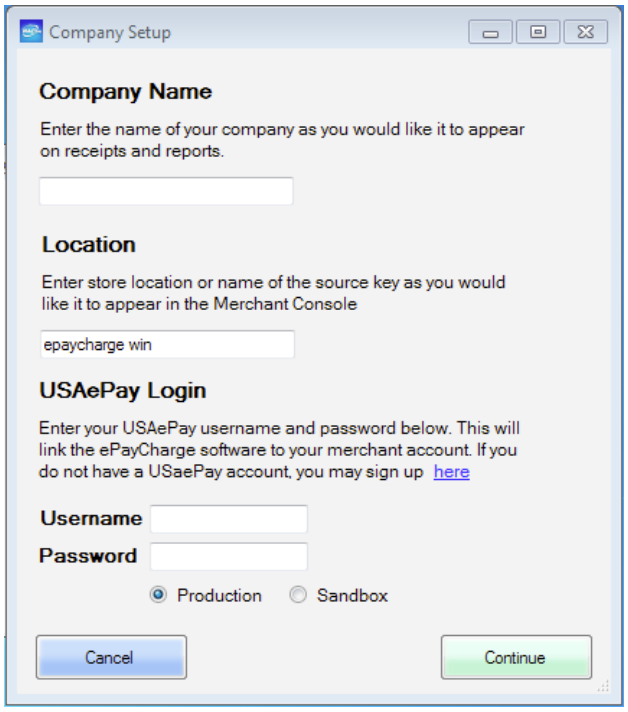

Login
USAePay
Charge
Company
<Add Company>
To use ePayCharge you need to setup a company and link it to your USAePay merchant account. Click on the continue button to begin the process.
Continue

Step 3 - Adding Your Company

To activate your software, you must sign in with your USAePay Merchant Console username and password. This will link together your online account and the software. Then press "**Continue**."

***In order to activate your software, you must have an available software key in your account. If you do no have an available key, you will not be able to register the software.*

Step 4 –
Registering Your Software

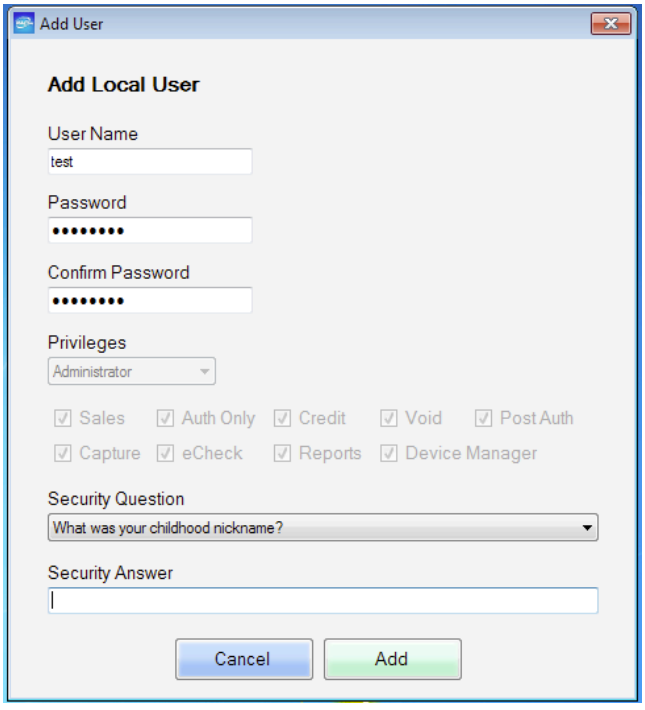

Company Setup
Company Name
Enter the name of your company as you would like it to appear on receipts and reports.
Location
Enter store location or name of the source key as you would like it to appear in the Merchant Console
epaycharge win
USAePay Login
Enter your USAePay username and password below. This will link the ePayCharge software to your merchant account. If you do not have a USaePay account, you may sign up here
Username
Password
Production
Sandbox
Cancel
Continue

"**Company Name**" - as you would like your company name to appear on your receipts and reports.
"**Location**" - will name the source key in your online merchant console.
"**USAePay Login**" - enter your login credentials for www.usaepay.com

The default account type is "**Production**" and press "**Continue**."

***if you are installing the software as a developer or using a sandbox account, you'll want to choose "**Sandbox.**"*

***to register the software, you must sign in with master/administrative login credentials.*



Step 5 –
Adding Local User

Once you have successfully registered your software. You will need to create local user information (username, password and security question/answer).

The first user registered to the software has administrative permissions by default however; the permissions can be changed once inside the software.

****User Name, Password and Security Answer are required fields.**

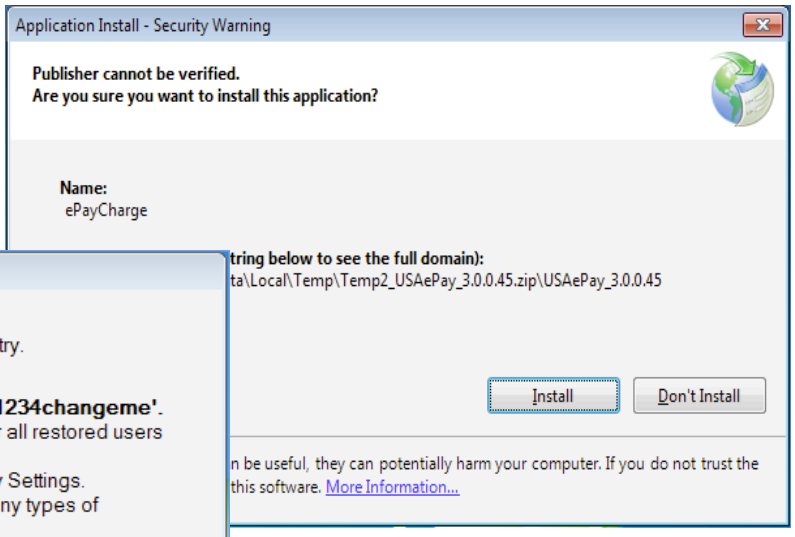
Then press "**Continue**".

Section 2

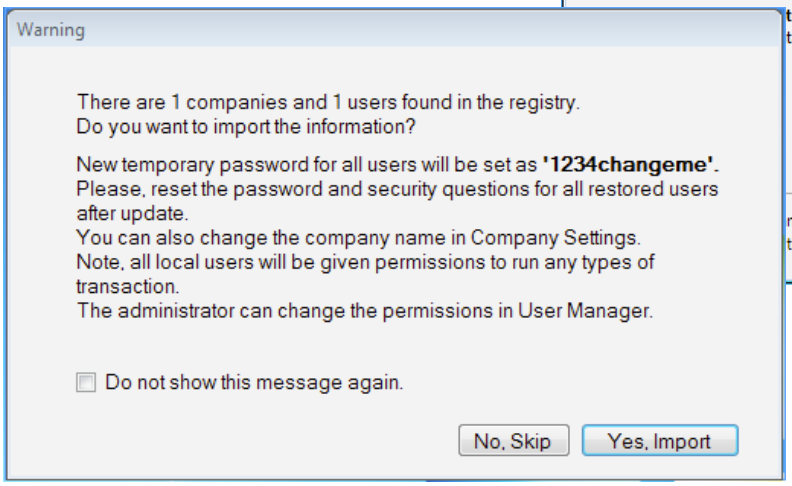
Import Existing Company

If you are using a previous version of the ePay Charge software, upon initial installation you are given the option to import your existing software information to the 3.0 version of ePay Charge.

Step 1 –
After the download
(fig. 1)


Application Install - Security Warning
Publisher cannot be verified.
Are you sure you want to install this application?
Name:
ePayCharge
tring below to see the full domain):
ta\Local\Temp\Temp2_USAePay_3.0.0.45.zip\USAePay_3.0.0.45
Install
Don't Install
n be useful, they can potentially harm your computer. If you do not trust the this software. More Information...

(fig. 1)


Warning
There are 1 companies and 1 users found in the registry.
Do you want to import the information?
New temporary password for all users will be set as '1234changeme'.
Please, reset the password and security questions for all restored users after update.
You can also change the company name in Company Settings.
Note, all local users will be given permissions to run any types of transaction.
The administrator can change the permissions in User Manager.
Do not show this message again.
No, Skip
Yes, Import

Step 2 –
Restoring Your Company
(fig. 2)

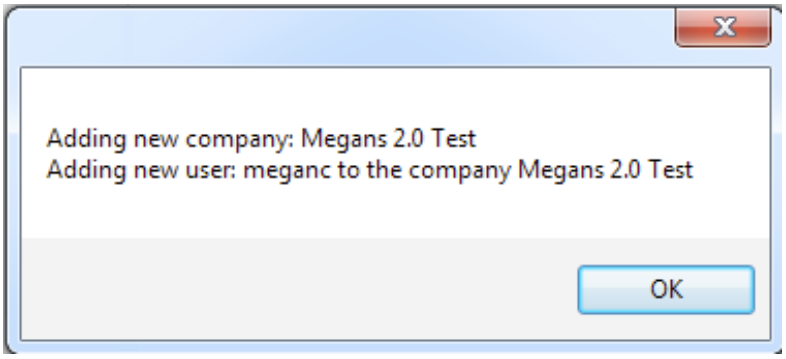
(fig. 2) In the "**Add Company**" screen, you will need to select (from the drop down menu) the name of the company that has been imported. Once you have selected your username (from the previous software) you will enter the password "**1234changeme**" to sign in to your newly imported company's account.

You will not be able to email customer receipts wen creating transactions through your imported/restored company.

After signing into the software you will need to change the passwords, security questions and user permissions in the "**User Manager**."

When you import an existing company, none of the user settings will be imported.

***to register the software, you must sign in with master/administrative login credentials.*

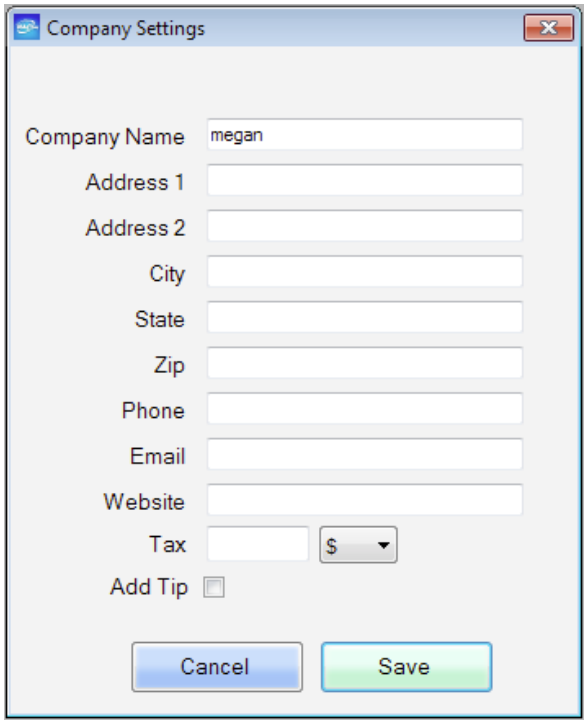


Section 3

Settings

To set your company information for your receipts, add peripheral hardware, add/manage users and more, you need edit your "**Settings**."

Company Settings



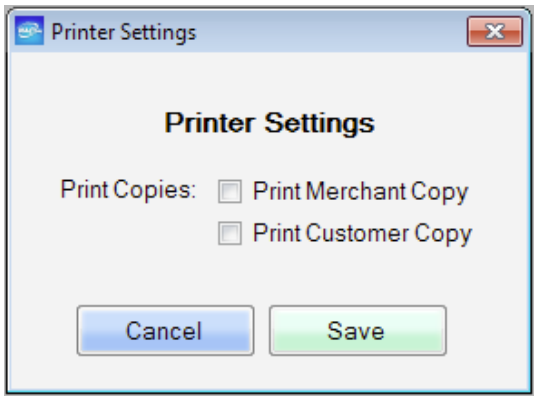
The company settings will appear on your printed receipts. Fill out the fields for the information that you wish to show to your customer.

***If **Tax** is applicable to your business, enter the tax rate and choose either a dollar amount or percent.*

***if you select "**Add Tip**" you will have the option to enter a tip into the sale form at the time of the transaction or to print a blank tip line on your receipts.*

Press "**Save**" to save your company settings.

Printer Settings



To have the option to print a receipt after a successful transaction authorization, you must first select which receipts you would like to print. If there are no "Print Copies" selected, the print button will not appear.

Press "**Save**" to save your Printer Settings.

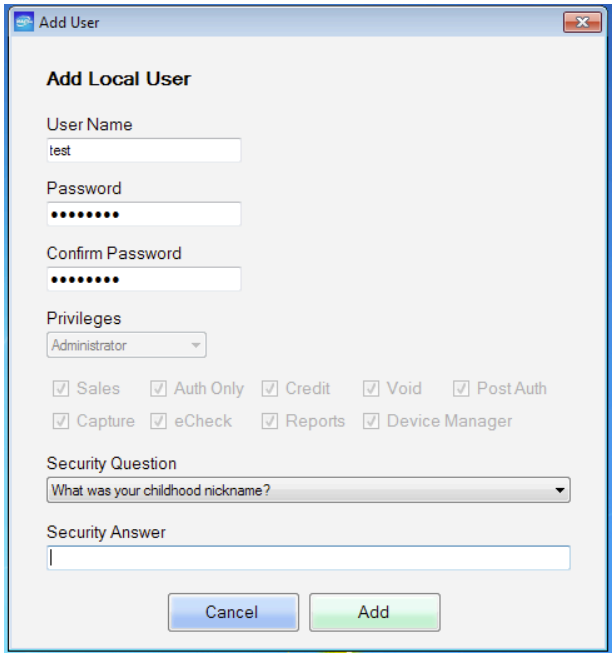
Password Reset

Regardless of user permissions, each user with access to the software has the ability to change their password and security question.

Press "**Save**" to apply your password reset.

***Password and security question are required fields for the software.*
***Your password will not expire. You can reset your password from the initial sign in screen and there you can reset a "**Forgotten Password**."*

User Manager



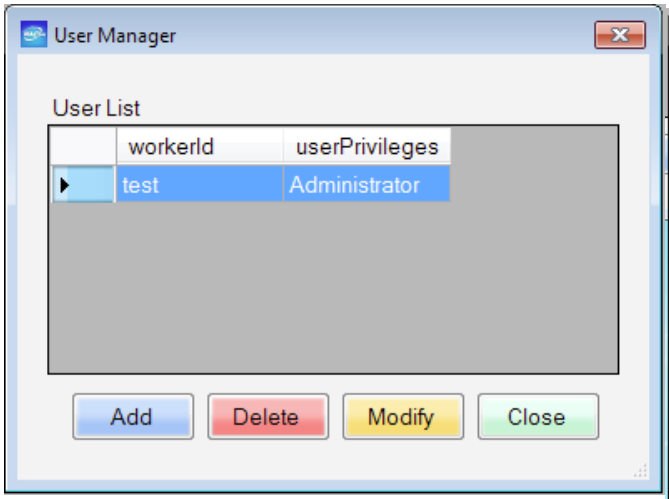
Add users to the software through the "**User Manager**." Each person given access should have his or her own username and password. The Administrative user assigning usernames and passwords must enter a password and a security question. The local user will then have the ability to reset both their password and security question when they log in with their own credentials.

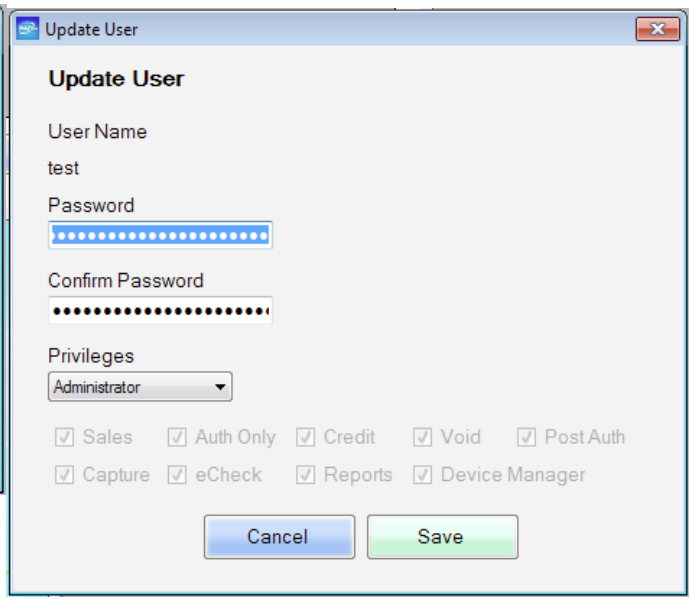
By assigning "**Administrator**" privileges the user will have access to all features in the software.

By assigning "**Local User**" privileges the user will only have access to the features that are selected with a green check mark.

Press "**Add**" to save the local user.

To "**Modify**" existing users, only Administrative users have access to add, modify and delete users. Select the "**User**" and then the command. Make your desired changes and the press "**Save**."

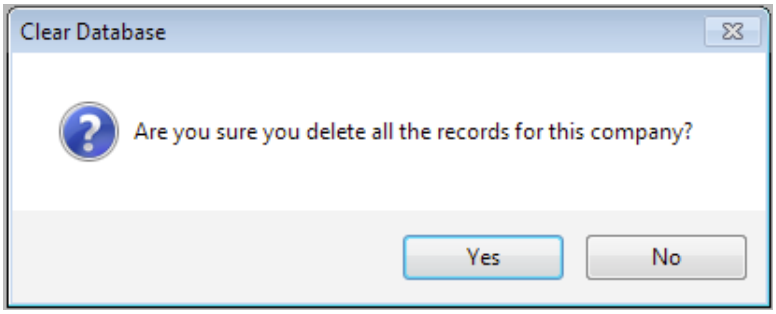




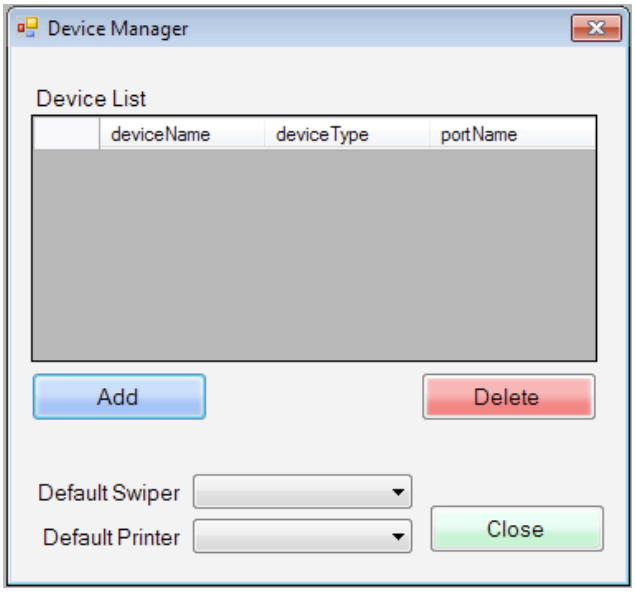
***The username will also show up in the transaction details in your USAePay Online Merchant Console in Transaction Source "Clerk" information.*

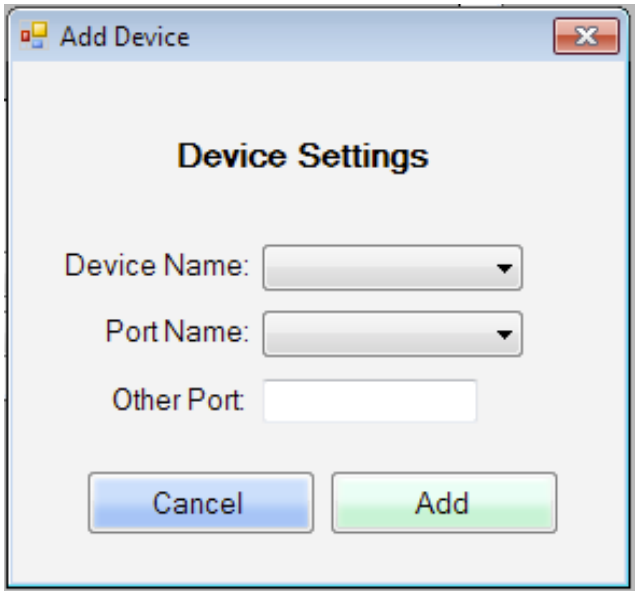
Clear Database

You can add multiple gateway accounts to your software. If you click “Clear Database” you will have the option to remove the account from your software.



Device Manager





In order to swipe credit cards and print receipts, you need to assign each piece of hardware to your software. If you do not assign each device, you will not be given the prompt “Waiting for swipe…” and if you don’t have a printer assigned, you will not see the button to “Print.”

Press “**Add**” and from the “**Device Name**” list, choose from the menu and assign the Port accordingly. Press “**Add**” to save device to your list. Each device you plan to use will have to be added individually. To remove devices, highlight the device and press the “**Delete**” button. Press “**Close**” to close the current window.

You can use our wireless printer/swipers SC30 & SC40 also with this version of the software. To configure the Bluetooth on your computer, please refer to Section 21.

***USB Card readers must be readable for Track 1 & 2 and keyboard emulated.*

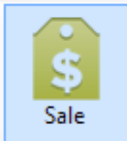
***If you have multiple gateway accounts registered in your software, you must configure each account’s **Device Settings** to utilize the swiper and printer hardware.*

Section 4

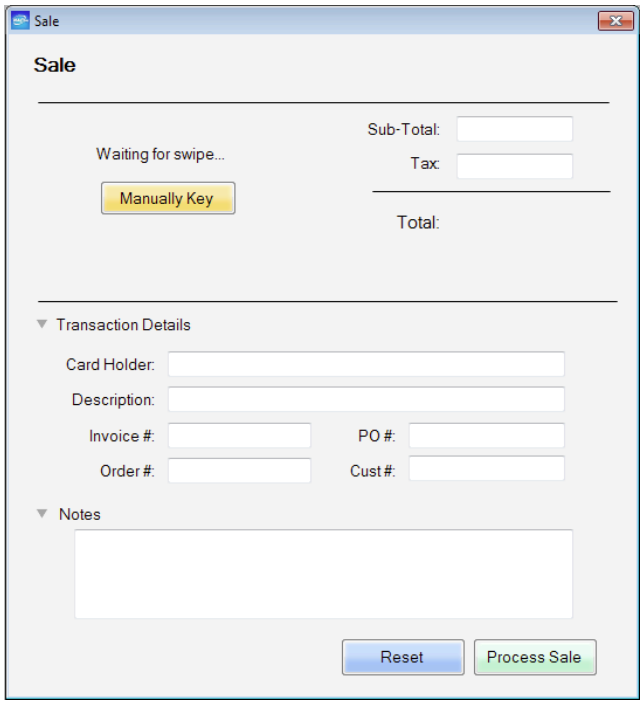
Transaction – Sale (Swiped)

The **Sale** window allows the merchant to process credit card transactions and DOES require a magnetic strip card reader. By swiping the credit card, you are attaining the best possible transaction rate.

Step 1 –



If the Sale Window is not already open, click on the "**Sale Icon**" or from the menu, select Transactions → Sale.

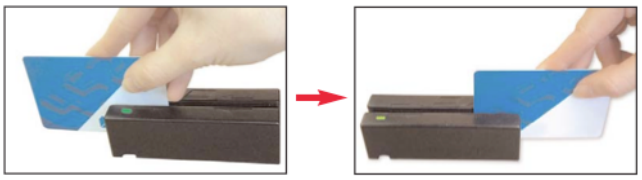


Step 2 –

Within the Sale window, a "**Waiting for swipe**…" text will be displayed. At this time, swipe the credit card through the magnetic reader. The magnetic strip on the credit card should be facing towards the power light on the USB reader.

***Make sure the card is flat on the reader base and swipe steadily. The card reader should also be on a flat and level surface for the best performance.*

Step 3 –



When properly swiped, the Cardholder, Card Number and Expiration will be automatically filled in. Enter the Sub-Total (amount to be charged) and all other fields as needed.

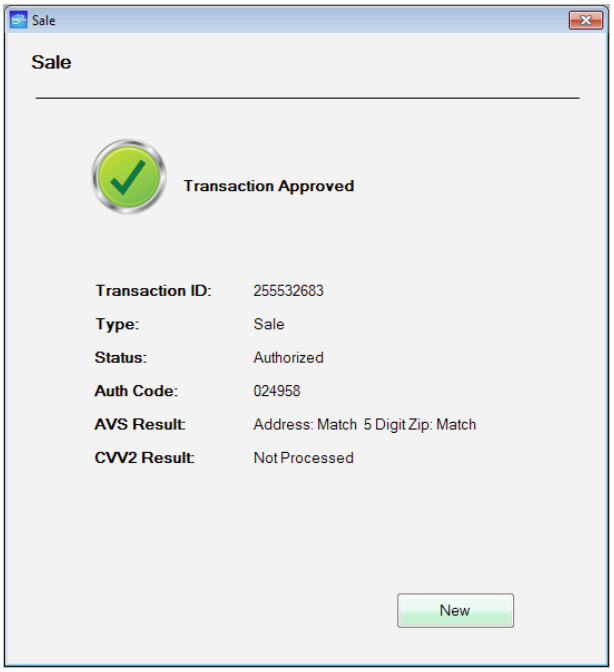
***The fields for CVV2, Street and Zip will be grayed out, as that information does not need to be entered for a swiped transaction.*

Step 4 –

Click the "**Process Sale**" button to process the current transaction.

Approved Transactions

A “Transaction Approved” window will be displayed for all approved transactions. Processor results will be displayed. To email a customer receipt, press the “Email Receipt” button and enter the customer email address. To view or print a transaction receipt, click the “Print Receipt” button. To process a new transaction, click the “New” button.



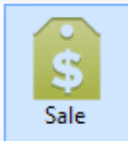
Declined Transactions

If for any reason a transaction has been declined, a Transaction Declined window will be displayed with a decline reason.

Transaction – Sale (Manual)

A Manually Keyed transaction is very similar in process as a swiped transaction except that a mag. reader in NOT required. The credit card information is manually keyed into the Retail Software. By keying in the transaction, a higher processing rate me be incurred.

Step 1 –



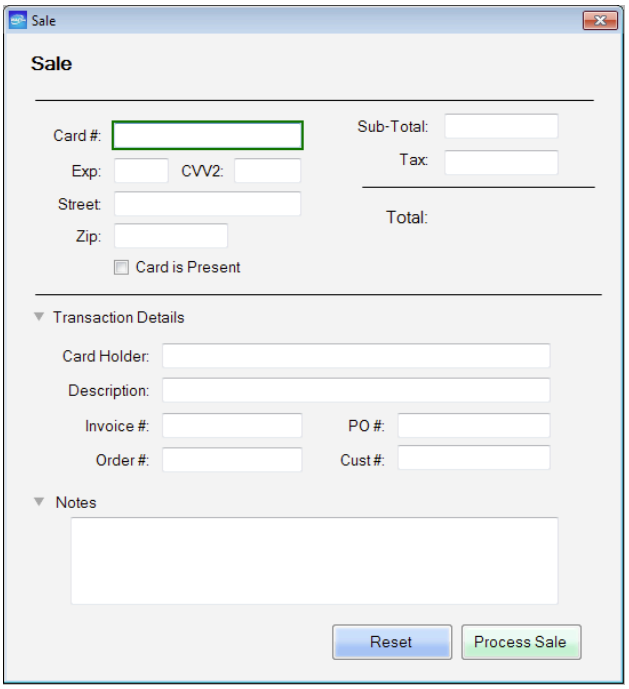
If the Sale Window is not already open, click on the “**Sale Icon**” or from the menu, select Transactions → Sale.

Step 2 –

Within the **Sale** window, the screen will default to a manual entry.

Step 3 –

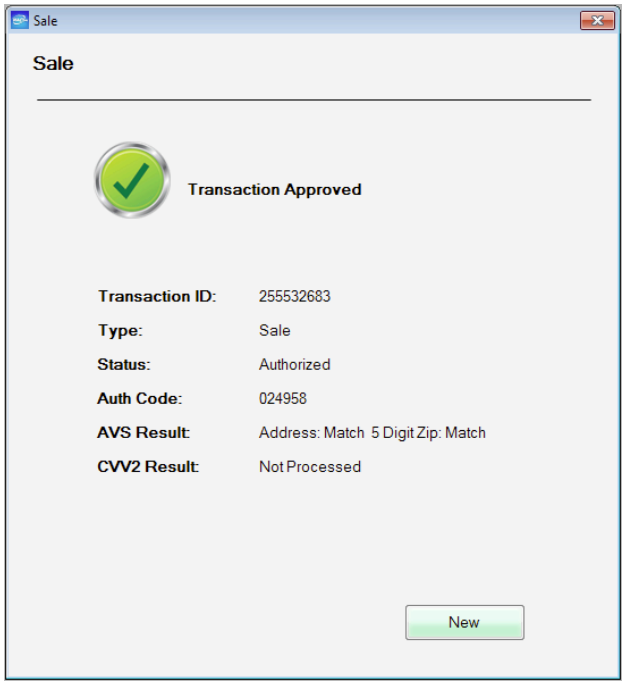
Enter the customer information and click the “**Process Sale**” button to process the current transaction.



***Card Number, Expiration and Sub-Total (charge amount) are the only fields required in order to charge a card. All other fields are for your company records.*

Approved Transactions

A “Transaction Approved” window will be displayed for all approved transactions. Processor results will be displayed. To view or print a transaction receipt, click the “Print Receipt” button. To process a new transaction, click the “New” button.



Declined Transactions

If for any reason a transaction has been declined, a Transaction Declined window will be displayed with a decline reason.

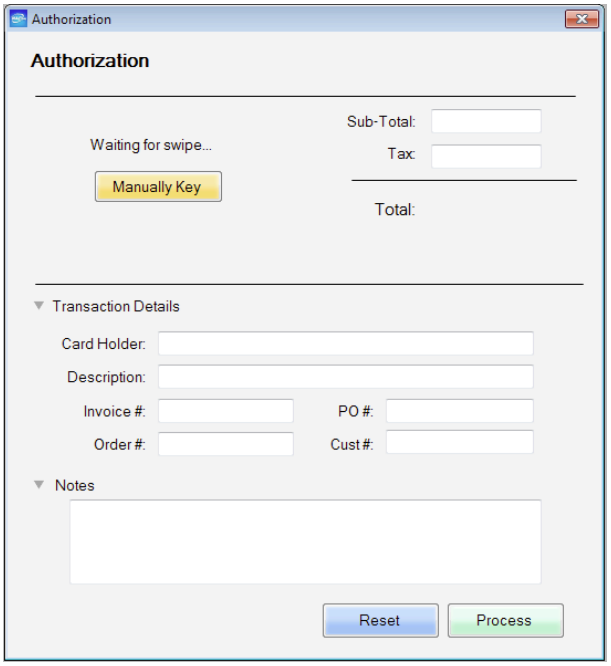
***To view previous transaction and for receipt reprint, refer to your reports.*

Transaction – AuthOnly (Swiped)

The Auth Only window allows the merchant to pre-authorize and DOES require a magnetic strip reader. Pre-authorizing the transaction places the transaction into the Queued Transactions (refer to the Merchant Console User Guide) instead of the Batch Manager.

Step 1 –

Click on the “**AuthOnly Icon**” or from the menu, select Transactions → AuthOnly.

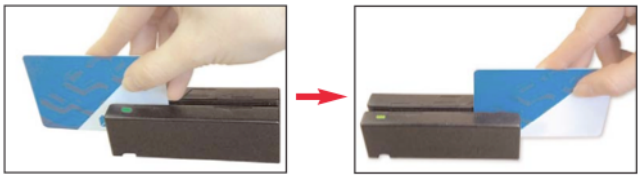


Step 2 –

Within the AuthOnly window, a “**Waiting for swipe**…” text will be displayed. At this time, swipe the credit card through the magnetic reader. The magnetic strip on the credit card should be facing towards the power light on the USB reader.

***Make sure the card is flat on the reader base and swipe steadily. The card reader should also be on a flat and level surface for the best performance.*

Step 3 –



When properly swiped, the Cardholder, Card Number and Expiration will be automatically filled in. Enter the Sub-Total (amount to be charged) and all other fields as needed.

***The fields for CVV2, Street and Zip will be grayed out, as that information does not need to be entered for a swiped transaction.*

Step 4 –

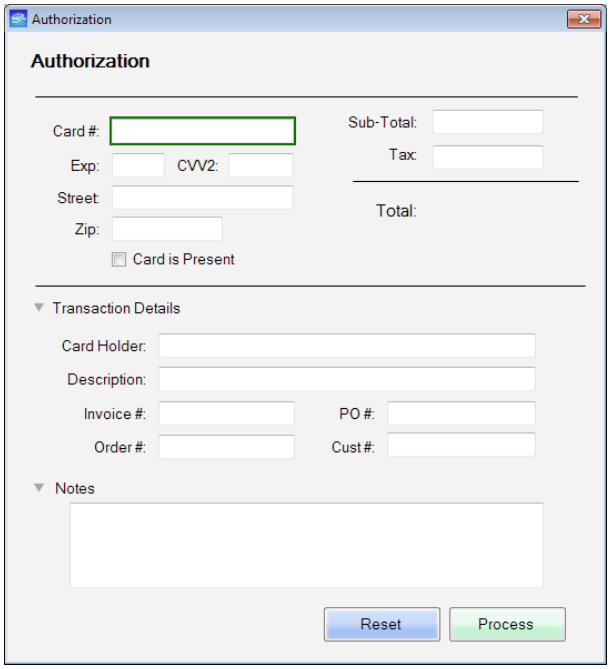
Click the "**Process**" button to process the current transaction.

Transaction – AuthOnly (Manual)

The Auth Only window allows the merchant to pre-authorize and DOES NOT require a magnetic strip reader. Pre-authorizing the transaction places the transaction into the Queued Transactions (refer to the Merchant Console User Guide) instead of the Batch Manager.

Step 1 –

If the Sale Window is not already open, click on the "**AuthOnly Icon**" or from the menu, select Transactions → AuthOnly.



Step 2 –

Within the **AuthOnly** window, click the "**Manually Key**" button. If there is no swiper assigned in your device manager, the screen will default to a manual entry.

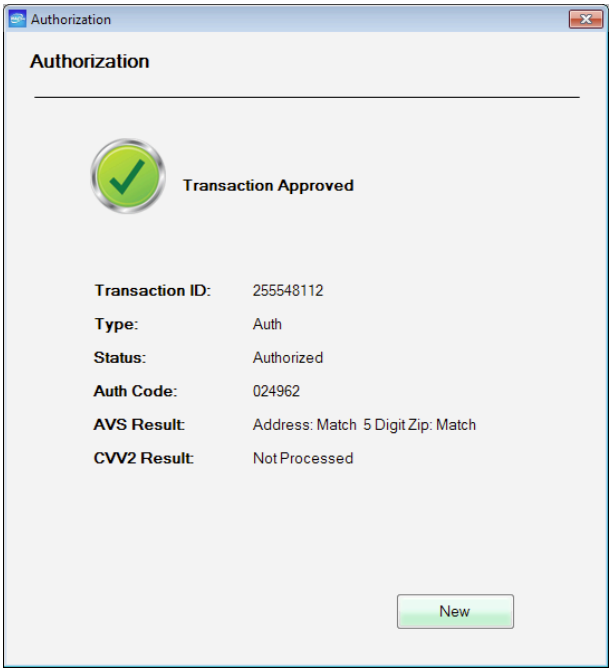
Step 3 –

Enter the customer information and click the "**Process**" button to process the current transaction.

***Card Number, Expiration and Sub-Total (charge amount) are the only fields required in order to charge a card. All other fields are for your company records.*

Approved Transactions

A “Transaction Approved” window will be displayed for all approved transactions. Processor results will be displayed. To email a customer receipt, press the “Email Receipt” button and enter the customer email address. To view or print a transaction receipt, click the “Print Receipt” button. To process a new transaction, click the “New” button.



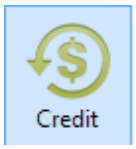
Declined Transactions

If for any reason a transaction has been declined, a Transaction Declined window will be displayed with a decline reason.

***To view previous transaction and for receipt reprint, refer to your reports.*

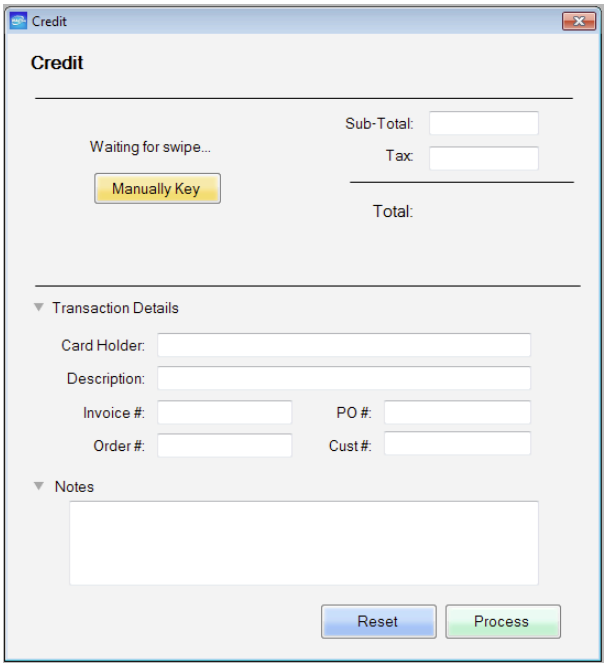
Transaction – Credit (Swiped)

The Credit window allows the merchant to credit a transaction and DOES require a magnetic strip card reader. By swiping the credit card, you are attaining the best possible transaction rate.



Step 1 –

Click on the “**Credit Icon**” or from the menu, select Transactions → Credit.

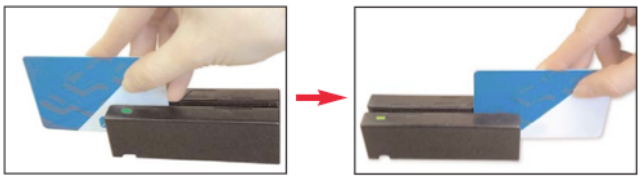


Step 2 –

Within the Credit window, a “**Waiting for swipe**…” text will be displayed. At this time, swipe the credit card through the magnetic reader. The magnetic strip on the credit card should be facing towards the power light on the USB reader.

***Make sure the card is flat on the reader base and swipe steadily. The card reader should also be on a flat and level surface for the best performance.*

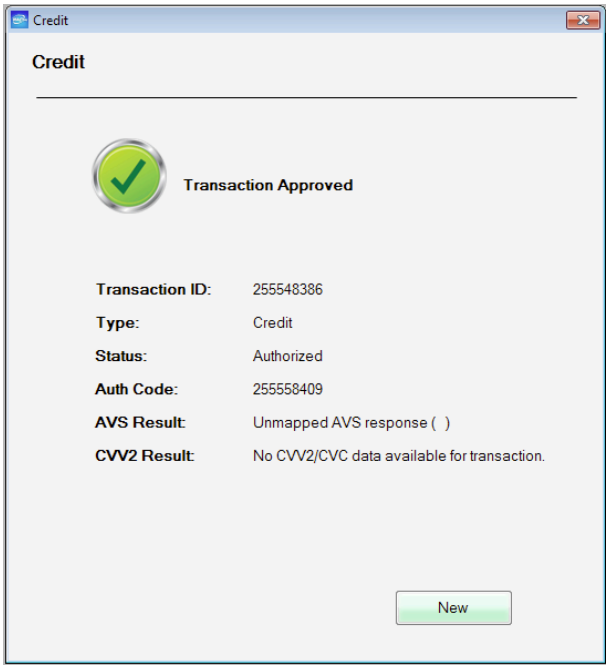
Step 3 –



Enter the customer information and click the "**Process**" button to process the current transaction.

***Card Number, Expiration and Sub-Total (charge amount) are the only fields required in order to charge a card. All other fields are for your company records.*

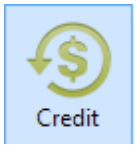
***To view previous transaction and for receipt reprint, refer to your reports.*



Transaction – Credit (Manual)

A manually keyed Credit transaction is very similar in process as the swiped transaction except that a mag. reader is NOT required. The credit card information is manually keyed into the Retail Software. By keying in the transaction, a higher processing rate may be incurred.

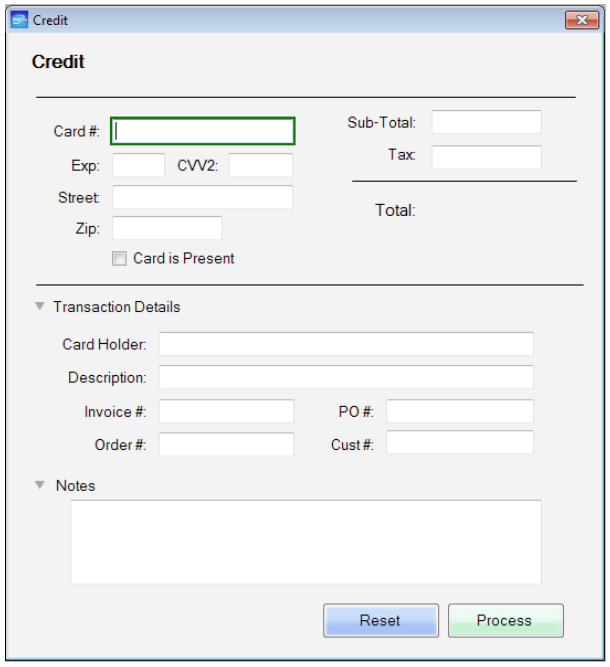
Step 1 –



Click on the "**Credit Icon**" or from the menu, select Transactions → Credit.

Step 2 –

Within the **Credit** window, click the "**Manually Key**" button. If there is no swiper assigned in your device manager, the screen will default to a manual entry.



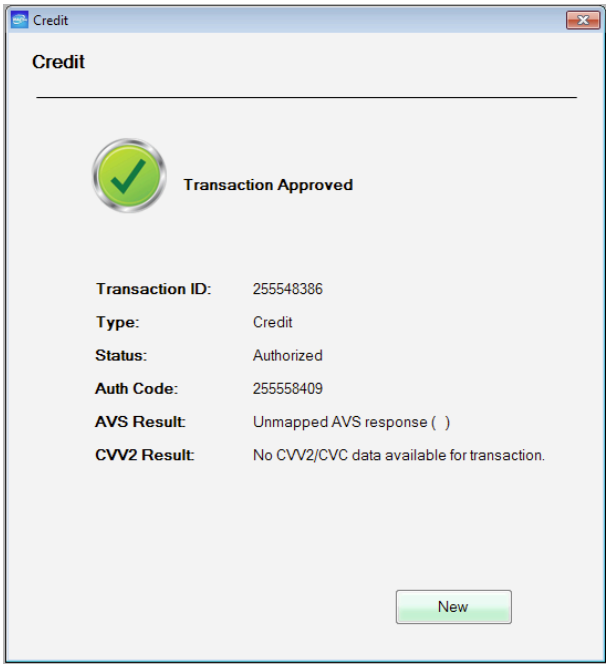
Step 3 –

Enter the customer information and click the "**Process**" button to process the current transaction.

***Card Number, Expiration and Sub-Total (charge amount) are the only fields required in order to charge a card. All other fields are for your company records.*

Approved Transactions

A "Transaction Approved" window will be displayed for all approved transactions. Processor results will be displayed. To email a customer receipt, press the "Email Receipt" button and enter the customer email address. To view or print a transaction receipt, click the "Print Receipt" button. To process a new transaction, click the "New" button.



Declined Transactions

If for any reason a transaction has been declined, a Transaction Declined window will be displayed with a decline reason.

***To view previous transaction and for receipt reprint, refer to your reports.*

Transaction – Void

The Void window allows the merchant to cancel a previously authorized transaction as long as the transaction being voided is within an open batch. Void DOES NOT require a magnetic strip card reader.

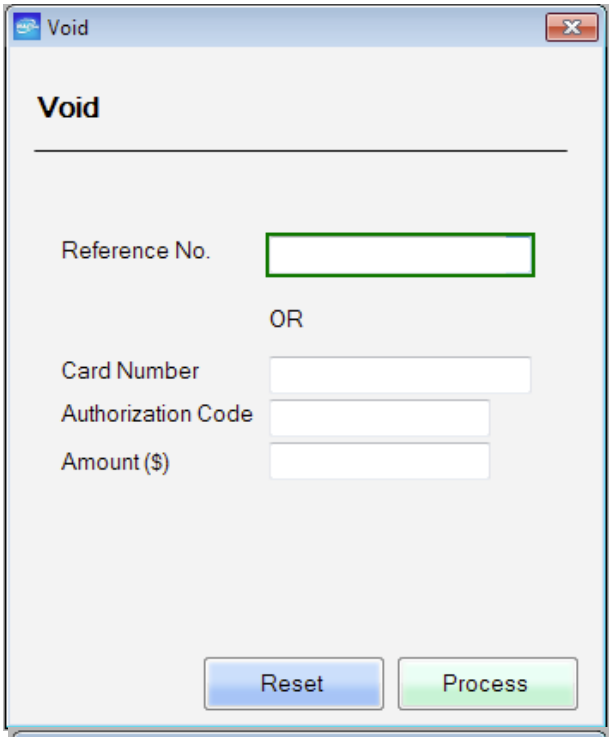
Step 1 –

Click on the "**Void Icon**" or from the menu, select Transactions → Void.

Step 2 –

Within the **Void** window, enter customer information and click the "**Process Void**" button to process the void for the current transaction.

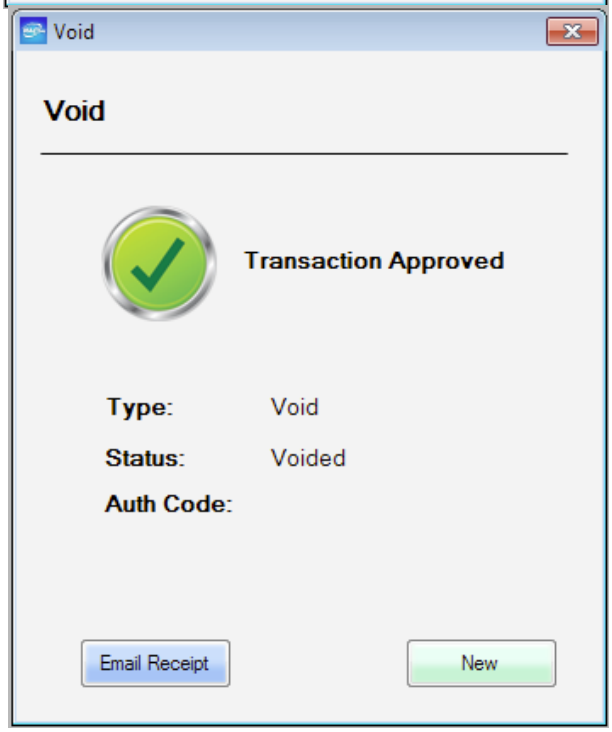
***Reference number can also be referred to as a Transaction ID. You can only do a void for the full amount for the previously authorized transaction, partial voids are not permitted.*



Approved Transactions

A "Transaction Approved" window will be displayed for all approved transactions. Processor results will be displayed. To email a customer receipt, press the "Email Receipt" button and enter the customer email address. To

view or print a transaction receipt, click the "Print Receipt" button. To process a new transaction, click the "New" button.



Declined Transactions

If for any reason a transaction has been declined, a Transaction Declined window will be displayed with a decline reason.

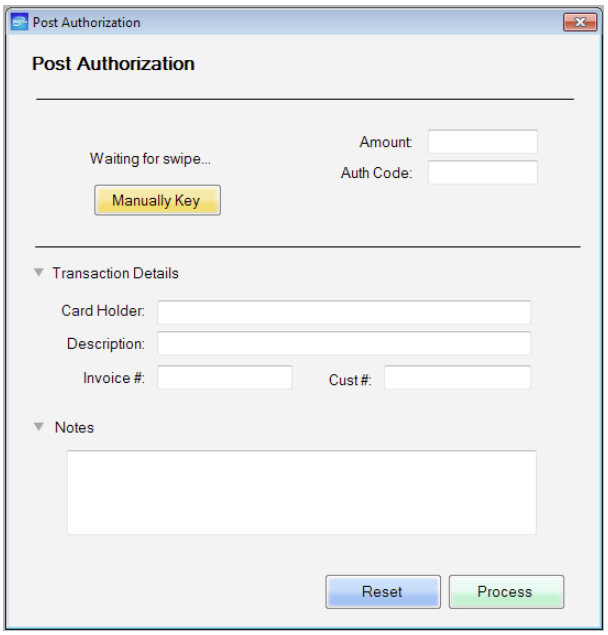
***To view previous transaction and for receipt reprint, refer to your reports.*

Transaction – Post Authorization

The PostAuth window allows the merchant to post a previously authorized transaction (AuthOnly) and DOES NOT require a magnetic strip card reader. You can choose to swipe the card if you desire.

Step 1 –

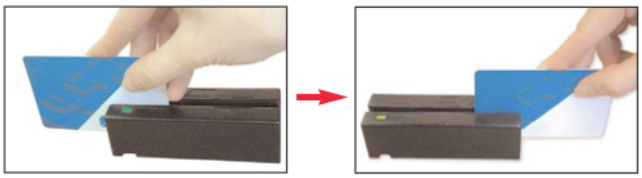
Click on the "**PostAuth Icon**" or from the menu, select Transactions → PostAuth.



Step 2 –

Within the **PostAuth** window, a "**Waiting for swipe**…" text will be displayed. At this time, swipe the credit card through the magnetic reader. The magnetic strip on the credit card should be facing towards the power light on the USB reader.

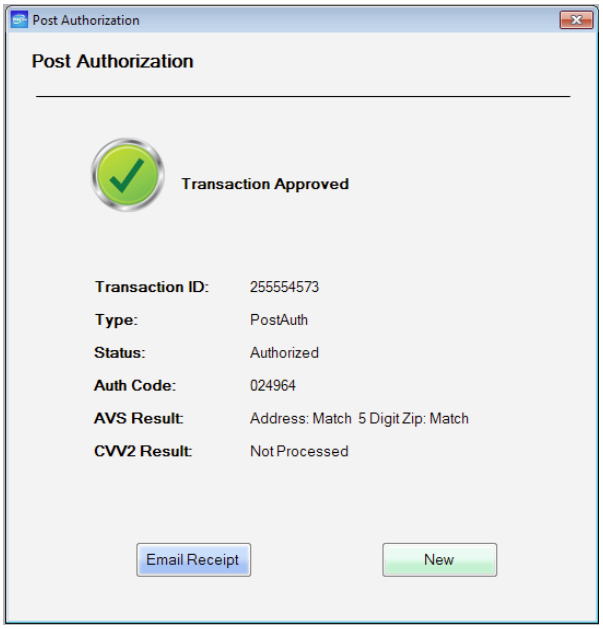
You can enter the Credit Card and Expiration manually by pressing the "Manually Key**" button.
***Make sure the card is flat on the reader base and swipe steadily. The card reader should also be on a flat and level surface for the best performance.*



Step 3 –

Enter the Authorized Amount and Authorization Code and click the "**Process**" button to process the current transaction.

***Card Number, Expiration, Authorization Code and Sub-Total (charge amount) are the only fields required in order to charge a card. All other fields are for your company records.*



Approved Transactions

A "Transaction Approved" window will be displayed for all approved transactions. Processor results will be displayed. To email a customer receipt, press the "Email Receipt" button and enter the customer email address. To view or print a transaction receipt, click the "Print Receipt" button. To process a new transaction, click the "New" button.

Declined Transactions

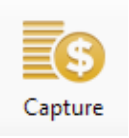
If for any reason a transaction has been declined, a Transaction Declined window will be displayed with a decline reason. If you receive a Decline for a previously authorized transaction, you will need to call the voice authentication line for the credit card and obtain a new authorization.

***To view previous transaction and for receipt reprint, refer to your reports.*

Transaction – Capture

The Capture window allows the merchant to move previously authorized transactions from the Queued Transaction to the batch manager. Capture DOES NOT require a magnetic strip card reader. Refer to the Merchant Console Guide for Queued Transaction information.

Step 1 –



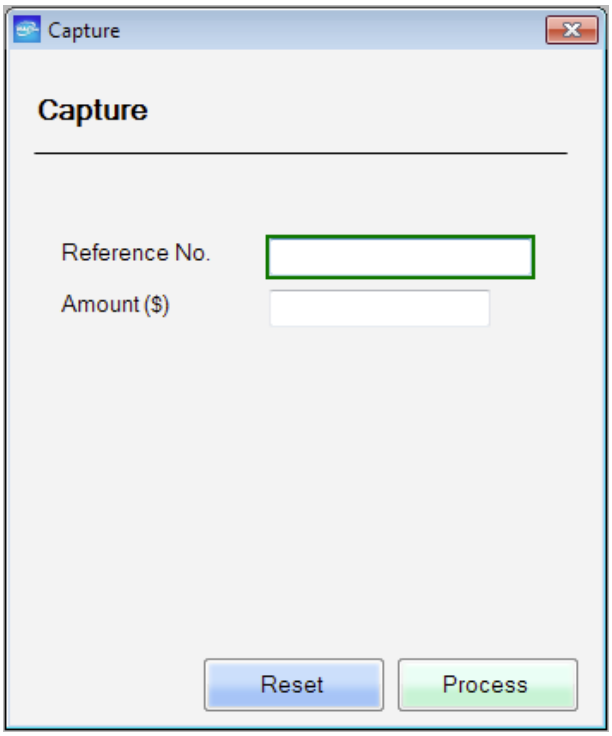
Click on the "**Capture Icon**" or from the menu, select Transactions → Capture.

Step 2 –

Within the **Capture** window, enter customer information and click the "**Process**" button to process the void for the current transaction.

You can only capture an Authorized Only transaction.

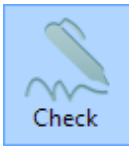
***Reference number can also be referred to as a Transaction ID. You can only capture up to the total amount that was previously authorized.*



Transaction – Check

The Check window allows the merchant to process checks directly through the Retail ePay Charge software and DOES NOT require a magnetic strip card reader. A Check Transaction does not require a credit card but a valid routing and account number form where the funds are to be drafted from. **A Check processing account must be established to process checks.**

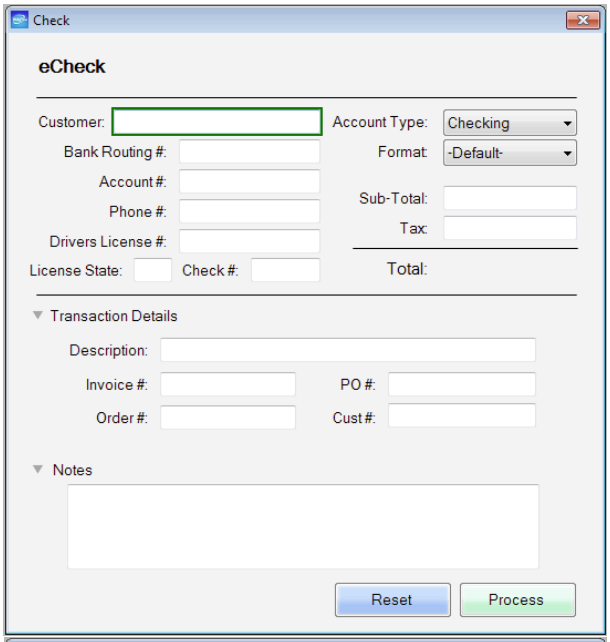
Step 1 –



Click on the “**Check Icon**” or from the menu, select Transactions → Check.

Step 2 –

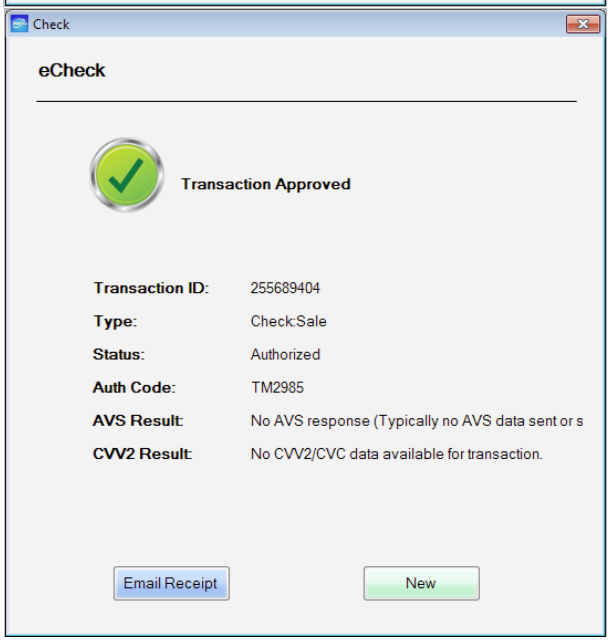
Within the Check window, enter the customer information and click the “**Process**” button to process the current transaction.



Approved Transactions

A “Transaction Approved” window will be displayed for all approved transactions.

Processor results will be displayed. To email a customer receipt, press the “Email Receipt” button and enter the customer email address. To view or print a transaction receipt, click the “Print Receipt” button. To process a new transaction, click the “New” button.



Declined Transactions

If for any reason a transaction has been declined, a Transaction Declined window will be displayed with a decline reason. If you receive a Decline for a previously authorized transaction, you will need to call the voice authentication line for the credit card and obtain a new authorization.

***To view previous transaction and for receipt reprint, refer to your reports.*

Section 5

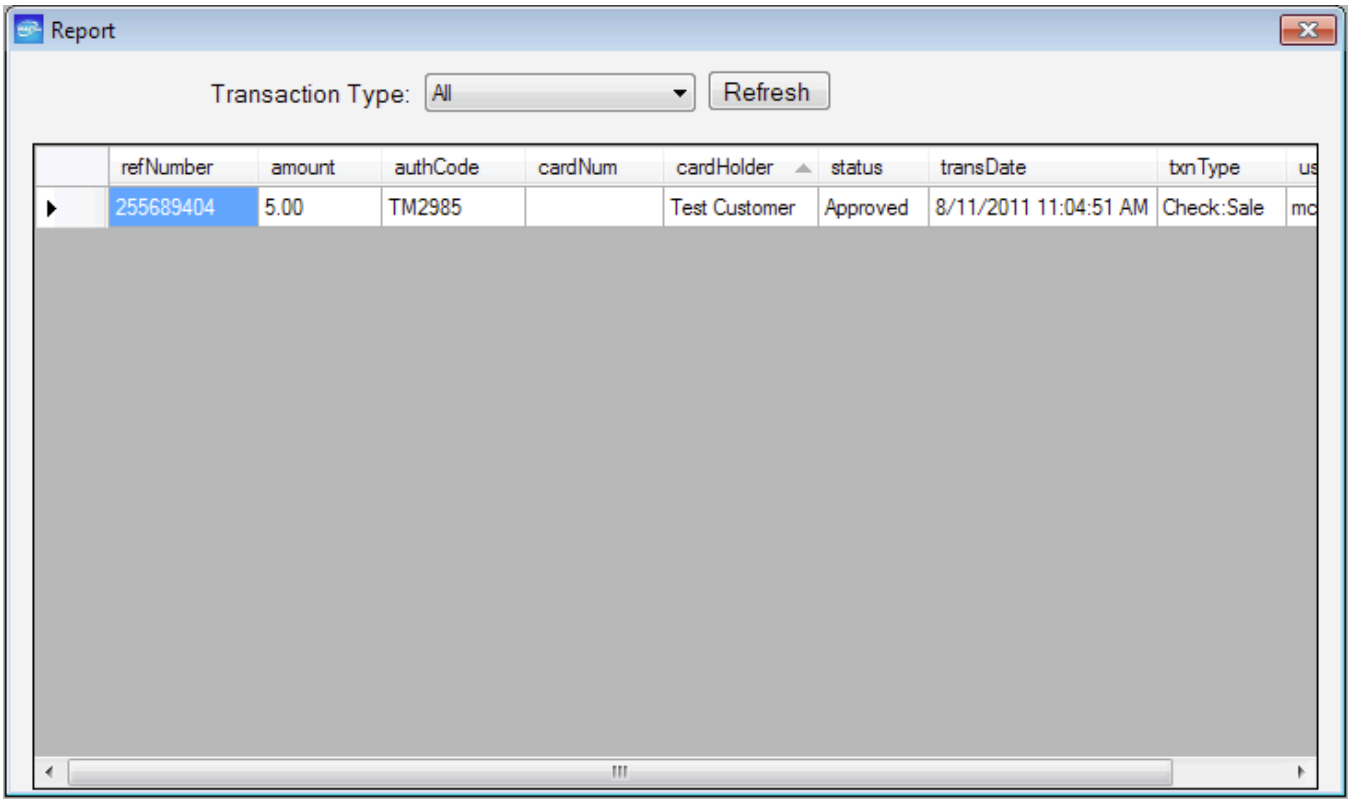
Reports

Reports allow the merchant to view and reprint past transactions processed through the Retail ePay Charge software. Transaction reports will be available for 90 days at which the new transactions will replace the old transactions. For more details on transactions processed through the Retail software, refer to the Merchant Console transaction details.

To view the “Transaction History”, click on Reports → View Reports.

The Transaction History is a basic straightforward layout. By default, transaction history displays all the transactions processed through the retail software.

To view specific transaction, click on the “Transaction Type” drop down menu box and select the type of transaction report to view. To reprint a receipt, you must first have a printer selected in your device manager, select the transaction line and press the “Reprint” button next to the “Refresh” button.



Section 6

Help

To find the details regarding your software installation key or your source key, click Help → About. Here you will find the version of the retail software you are using, the username that is currently logged in, the install key and source key (unique to your specific company and account).

Section 7

Adding an Additional Company

Adding additional companies to your retail software allows the merchant to process through multiple gateway accounts through a single software.

To add another company to your software, refer to Section 1 and follow the setup instructions per adding a new company. Your login information will be included in the drop down menu per company selected.

Section 8

Exit

To Exit out of the software, click on File → Log Out or Exit.

The software will then close.

Section 9

Installing and Configuring Star TSP100 Printer

The Star TSP100 Thermal Receipt Printer is compatible with the ePay Charge Retail software.

If you do not have the installation disc, you can download the drivers directly from Star Micronics at http://www.starmicronics.com/Supports/DriverDownload.aspx

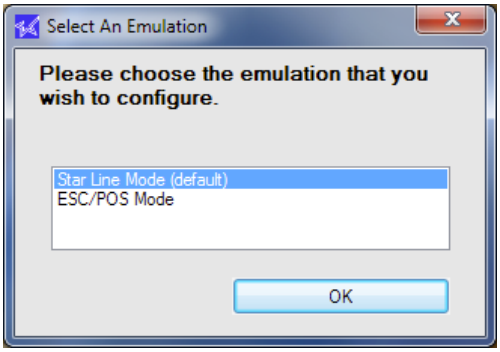
Once you have installed the drivers:

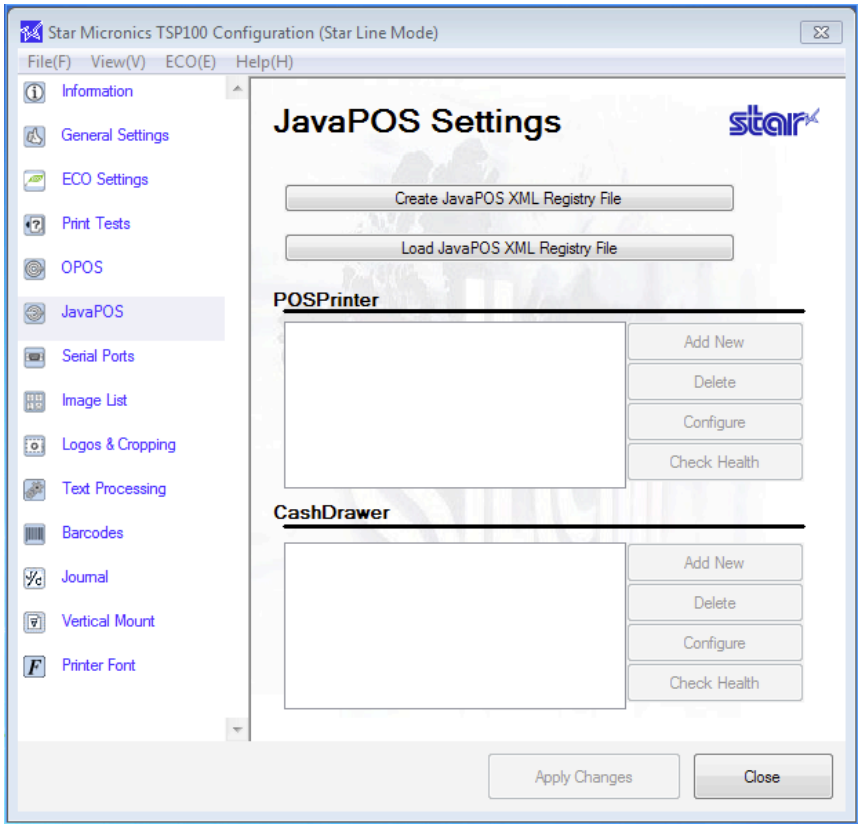
Step 1 –

Turn on the Star Printer and start the Star Micronics "Configuration Utility" application.

Step 2 –

Select "**Star Line Mode (Default)**," then click "**OK**."





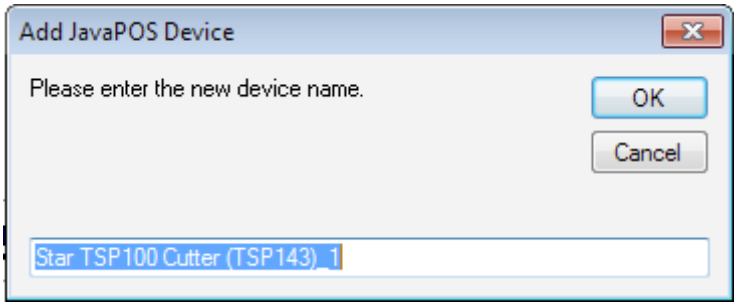
Step 3 –

Select "**JavaPOS**" from the left hand menu and save the folder to the default location.

Step 4 –

Click the "**Add New**" button. You should see "Star TSP100 Cutter (TSP143)" as a default device. Click "**OK**"

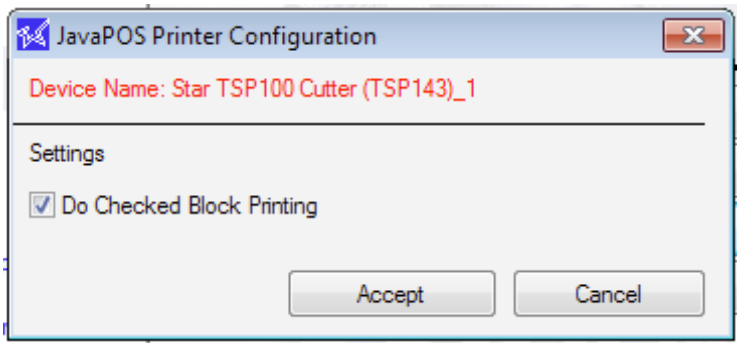
***if the "Add New" button is not enabled, refer back to Step 3.*



Step 5 –

Click the "**Configure**" button. Make sure "Do Checked Block Printing" is checked and click "**Accept**.

***if the "Add New" button is not enabled, refer back to Step 3.*



Step 6 –

Click the "**Check Health**" button. You will be required to save the configuration settings. Click "**Yes**" in the "Apply Changes" window.

***if the "Add New" button is not enabled, refer back to Step 3.*

Step 7 –

Once the setup it successful, a "Check Health" receipt will print automatically from the TSP printer.

Section 10

Configuring TSP100 Printer for ePay Charge

To add the Star TSP100 device to your software, please first sign in to your ePay Charge software.

In the ePay Charge software:

1. Click → Settings → Device Manager
2. → Add → Device Name (Star Printer) → Port Name
3. → USB (default) → Add (Star Printer should be in Device List)
4. → Close

Section 11

Setting Up Bluetooth & Pin Pad Devices

To setup Bluetooth on your computer to enable to use of the SC30, SC40 and Pin Pad Device for Debit processing. The setup is the same process for both the Bluetooth and Pin Pad devices.

On your computer:

1. Click → Start Menu
2. → Control Panel
3. → Hardware & Sound
4. → Devices & Printers
5. → Add Device: W-ePay → Next
6. → Pairing Code, enter "1793" → Next
7. → Prompt should read "Device Successfully Connected"
8. → Right Click on Device Icon → Properties
9. → Hardware → Port # → Com # (found in the lower right hand corner of the screen)

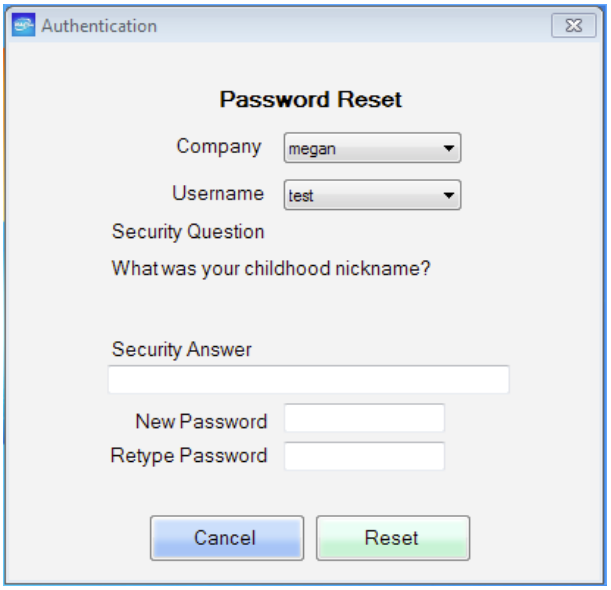
After the device has been installed to your computer, login to your ePay Charge retail software and navigate to your "Device Manager." You will assign the hardware and the port number for ePay Charge to recognize the device.

Section 12

Resetting or Lost Password

If you forget your password, you do have the option to reset it from the login screen. You must have a security question set up in order to change your password. If you do don't have administrative access, request that the admin sign in and change the password for you and/or assign a security question and answer.

From the initial login screen click the link for "**Lost Password? Reset**" and fill out the fields on the screen.



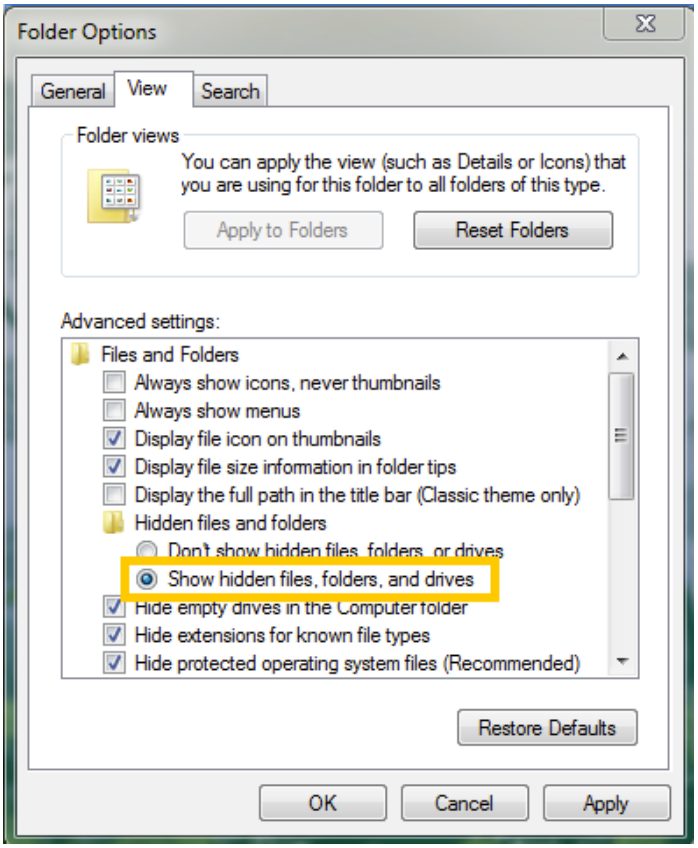
Section 13

Uninstalling ePay Charge Retail Software

Should you experience problems you can reset or uninstall and reinstall your retail software. You will need to make sure you can see the “hidden folders” on your computer.

To enable “View Hidden Folders”:

1. Click → Start Menu
2. → Control Panel →Appearance and Personalization
3. → Folder Options → View
4. → Advanced Settings → select “Show hidden files and folders”
5. → click Apply → click OK
   (if you don’t see the Advanced Settings Button, reference the list of options)


Folder Options
General
View
Search
Folder views
You can apply the view (such as Details or Icons) that you are using for this folder to all folders of this type.
Apply to Folders
Reset Folders
Advanced settings:
Files and Folders
Always show icons, never thumbnails
Always show menus
Display file icon on thumbnails
Display file size information in folder tips
Display the full path in the title bar (Classic theme only)
Hidden files and folders
Don't show hidden files, folders, or drives
Show hidden files, folders, and drives
Hide empty drives in the Computer folder
Hide extensions for known file types
Hide protected operating system files (Recommended)
Restore Defaults
OK
Cancel
Apply

On your computer:

1. Click → Start Menu
2. → Computer → Local Disk (C:)
3. → Users → (Your User Account) → AppData
4. → Local → USAePay (right click and delete this folder)

From your start menu:

1. Click → Control Panel → Programs
2. → Programs and Features → Uninstall a program
3. → ePay Charge (right click and select “Uninstall/Change”)
4. → “Remove the application from this Computer” → select “OK”

Now, the ePay Charge retail has been completely removed from your computer.

Section 14

Additional Information

**All transactions created in the ePay Charge software can be found in your Online Merchant Console. Login to your account at www.usaepay.com/login.

If you receive a message upon running a transaction "Transaction Requires Voice Authentication," you will need to obtain an authorization directly from the credit card company. Once you have the authorization code, re-run the transaction using the "**PostAuth**" form in the software.

- Voice Authentication:
  - Visa/Mastercard – (800) 228 – 1122
  - American Express – (800) 528 – 2121
  - Discover – (800) 347 – 1111

- USAePay Customer Support
  - 6 A.M. – 6 P.M. (Pacific) Monday-Friday

1-866-USA-EPAY or (866) 872-3729